

SPONSORED BY RELAY
NEVADA AND SPRINT

You are cordially invited to attend the

TASTE OF TECHNOLOGY EVENT

**THE FOCUS OF THIS EVENT WILL BE ON NEW
TELECOMMUNICATION TECHNOLOGIES FOR PERSONS
WHO ARE HARD OF HEARING AN/OR DEAF**

When: Wednesday, April 21st, 2010

4:00pm—7:00pm

Where: The Orleans Hotel, Las Vegas

Come to this **FREE** event and learn about new communication technologies for persons who are Hard of Hearing or Deaf.

FREE REFRESHMENTS PROVIDED-Interpreters will be available on site



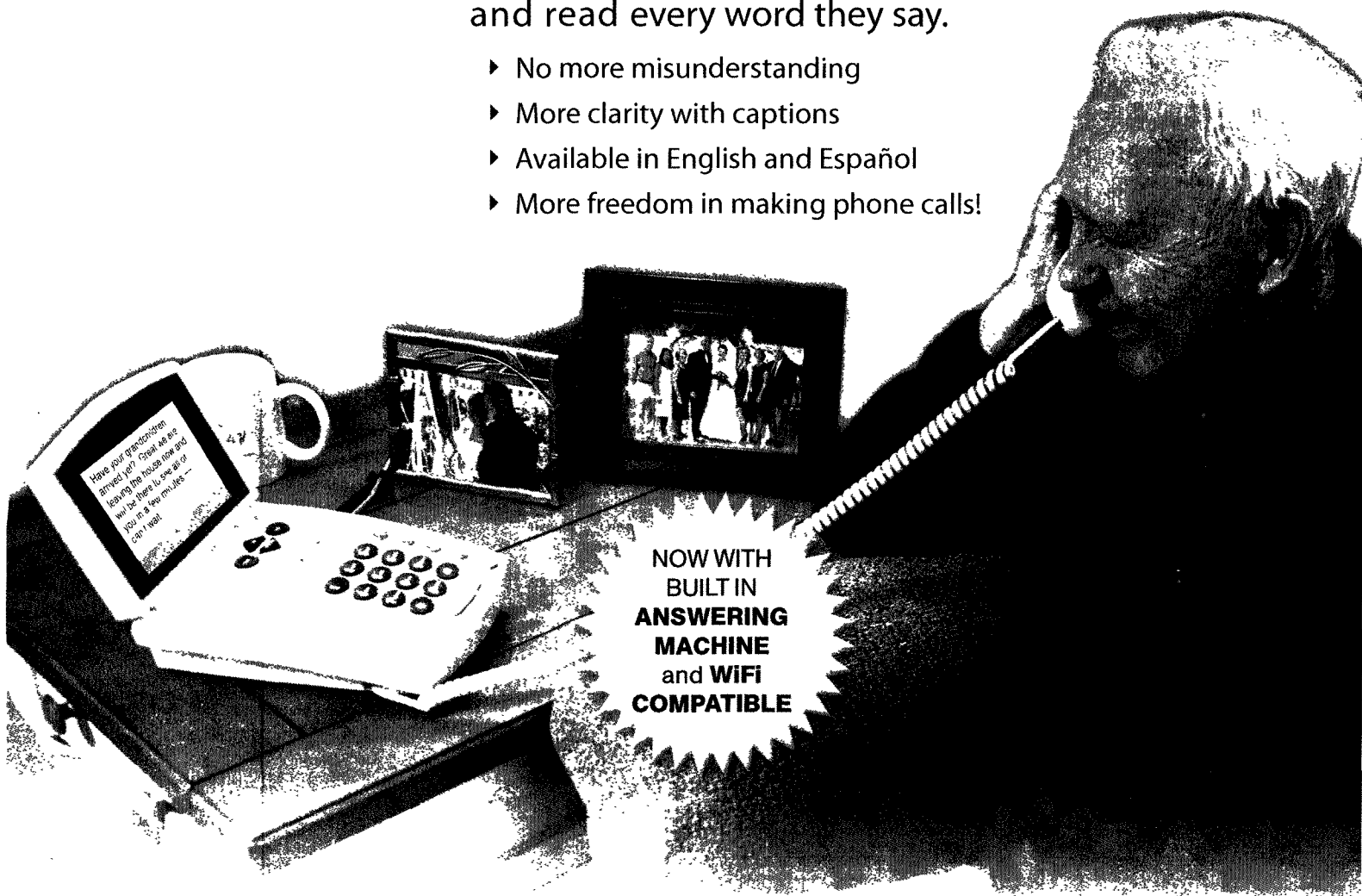
Relay Nevada Offers Captioned Telephone Service



CapTel® will enhance your life!

With CapTel you hear your caller's voice,
and read every word they say.

- ▶ No more misunderstanding
- ▶ More clarity with captions
- ▶ Available in English and Español
- ▶ More freedom in making phone calls!



For more information, please visit www.relaynevada.com/captel



Relay Nevada is available 24 hours a day, seven days a year with no restrictions on the length of calls placed. This valuable communications tool gives individuals who are deaf, hard of hearing, deaf-blind, and speech disabled the opportunity to make personal and business calls just like any other telephone user.

✓ **Always Available**

- Relay Nevada is available 24 hours a day, seven days a week, 365 days a year.

✓ **Accurate and Transparent**

- The operator voices everything you type and types everything you say.

✓ **Private and Confidential**

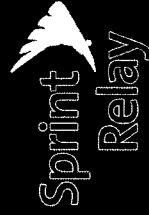
- All Relay Nevada calls are strictly private.
- No records of any conversations are maintained.

✓ **Free Services**

- The service is available at no charge for anyone to use.
- Long distance charges apply.
- Relay Nevada is funded by Nevada's Telecommunications Carriers.



Please, Don't Hang Up On Relay
Instructional Video



P.A.C.E

Partnering for Awareness and Community Education

Please Join Us.... For our Disability Resource Fair

Friday May 18th 11:00 am-3:00 pm

East Las Vegas Community

Center



- * **Volunteers from NVPEP will have puppet shows at 11:30, 1:00 and 2:00 featuring their "include me" puppets**

FREE ALL SHOTS

- * **Raffle prizes * Free refreshments**
 - * **Free information about services available in your area**

Who should attend?

- Individuals with Developmental Disabilities
- Family Members
- Care Givers
- Professionals who serve individuals with Developmental Disabilities



This project is supported by the Nevada Governor's Council on Developmental Disabilities through the Administration on Developmental Disabilities CFDA #93.630 and Relay Nevada...



For more information please contact

Billie Kale, Projects Manager, Nevada Governor's Council on

Developmental Disabilities 775--684-8619

or bjkale@dhhs.nv.gov

P.A.C.E

Partnering for Awareness and Community Education

Please Join Us.... For our Disability Resource Fair

Thursday May 17th 11:00 am-3:00 pm

Bob Ruud Community Center

400 N. Hwy 160 Pahrump



Who should attend?

- * **Volunteers from NVPEP will have puppet shows at 11:30, 1:00 and 2:00 featuring their "include me" puppets**
- * **Raffle prizes**
- * **Refreshments**
- * **Information about services Available in your area**
- Individuals with Developmental Disabilities
- Family Members
- Care Givers
- Professionals who serve individuals with Developmental Disabilities



This project is supported by the Nevada Governor's Council on Developmental Disabilities through the Administration on Developmental Disabilities CFDA #93.630 and Relay Nevada...

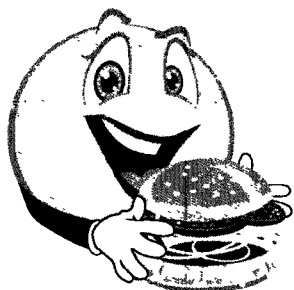


For more information please contact

Billie Kale, Projects Manager, Nevada Governor's Council on Developmental Disabilities 775--684-8619

or bjkale@dhhs.nv.gov

Camp SignShine



Fundraiser Picnic

**FOOD AND DRINKS WILL BE
PROVIDED.**

*(Joe Adamo's crew will serve home
cooked meals)*

**Games and Prizes for kids and
adults!**

Date: June 23rd, 2012

Time: 10am-7pm

**Location: Mt. Charleston,
Foxtail Picnic Area**

Cost: Adult-\$10

12-18 yrs old-\$5

0-12 yrs old-free



**Las Vegas Deaf
Bowling
Association**



**Please RSVP by June 21st to Pete Morreale:
702.475.4707 VP**

italianpete18@cox.net

**Please send your money to Pete Morreale
at:**

P.O. Box 81854

Las Vegas, NV 89180

**Checks are Payable to SNSK
Southern Nevada Silver Knights**



www.relaynevada.com



**DEAF & HARD
OF HEARING
ADVOCACY
RESOURCE
CENTER**

About...

Traditional Relay

CapTel®

Spanish Relay

Internet-based Relay

Equipment Distribution

Contact Us



Video: **Relay Nevada Captioned Telephone Service**

NEW SERVICE -

Speech-to-Speech

Email Set Up



Click here
to learn more

**Dial 7-1-1
and Welcome to
Relay Nevada!**

A free public service for communication between standard (voice) users and persons who are Deaf, Hard-of-Hearing, Deaf-Blind, and Speech-disabled using text telephones (TTYs) or PC via the Internet.

Click here to view
list of 7-1-1 and other

click to play



click here to view the
Introduction to the Relay Service video

At a Quick Glance



Information for
Hearing Callers



Information for
Hard-of-Hearing



Please
Don't Hang Up



Download Relay
Nevada Brochure



Relay Nevada
Customer Profile



Service
Feedback



FAQs



Sprint Relay
Plans

Appendix H:
Copies of Complaint Logs from 2008-
2012

JIM GIBBONS
Governor

STATE OF NEVADA



MICHAEL J. WILLDEN
Director

Docket 03-123

Received & Inspected
JUL 02 11:11
FCS Mail Room

DEPARTMENT OF HEALTH AND HUMAN SERVICES

Office of Disability Services

Nevada Council on
Developmental Disabilities

Independent Living
Program

Nevada Assistive
Technology Collaborative

Personal Assistance
Services

Traumatic Brain
Injury Services

Relay Nevada

Deaf and Hard of
Hearing Services

June 26, 2008

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Room TW-B204
Washington, DC 20554

Ms. Dortch:

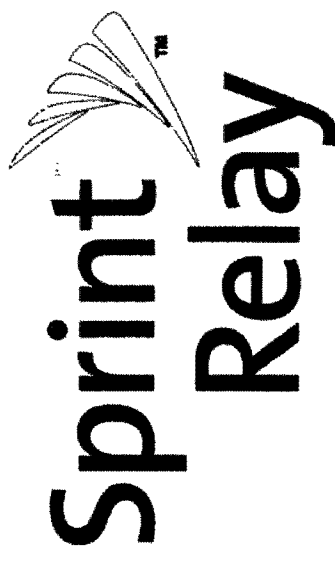
Enclosed is the annual TRS complaint summary report for the State of Nevada. This report covers June 1, 2007 through May 31, 2008. An original and four copies are enclosed, as is the data on disk; an additional copy has been forwarded to Arlene Alexander.

Please call me should you have any questions or further needs regarding this report. Thank you for your ongoing support of TRS.

Best regards,


Betty Hammond
Relay Nevada

Cc: Arlene Alexander



NEVADA

FCC COMPLAINT LOG

2008

Complaint Tracking for NV (06/01/2007-05/31/2008). Total Customer Contacts: 15

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	05/19/08	Set up - General	05/19/08	Advised customer of the importance of using an in-line filter when connecting the CapTel phone to a DSL line.
2	05/10/08	TTY said they called in using 711 and operator would not answer. TTY user dialed in 4 times and got the same operator and still the operator would not answer. No follow-up requested.	05/10/08	Agent was coached on when a call comes in and they hear try tones to hit the "hello" button. Agent was also reminded that quality of customer service is a top priority so we never want to not respond or hang up on customers. Agent understands and will continue to follow procedure and provide great customer service.
3	05/08/08	Set up - General	05/08/08	Advised customer to turn off 2 Line mode in the menu of the CapTel phone due to customer using one phone line with CapTel.
4	04/15/08	Hearing customer cannot connect to Relay Nevada voice line. Gets electronic noise. Opened trouble ticket. Follow-up required for problem resolution.	04/15/08	Automated Number Identification branding issue. The telephone numbers have been branded as Voice. Customer has confirmed successful connection to NV Relay voice number at 1-800-326-6888. Customer is completely satisfied.
5	02/05/08	Agent did a poor job. Agent response time was slow during call and throughout conversation there was a lot of lag time. No follow up requested.	02/05/08	Team Leader met with the agent about responding to customer right away and pacing. Advised the agent to call for help if necessary.
6	01/04/08	TTY customer is not able to reach the toll free number he was trying to dial through this agent. Opened trouble ticket. No follow-up requested.	01/04/08	Regional 800 issue. Placed test calls. Sprint was able to reach the toll free number through Relay Nevada. Since the customer did not leave name or phone number to call back, Sprint has closed the trouble ticket.

7	11/30/07	Customer states for the past several weeks, it takes 711 Relay a long time to answer in the state of Nevada. Customer was not able to supply an agent id or specific dates/times. Customer explains it's happening "all the time." The call came into Customer Service as try; there was no delay. Asked customer to call back to Customer Service with agent id and specific dates/times. Rebranded the telephone number as TTY. Recommended customer notify his local telephone company if the problem will continue. No follow up requested.	11/30/07	This customer has not called back with any specific agent ID, Can not open a technical trouble ticket without any specific information. No follow up needed.
8	11/29/07	Voice person Heather in NV states that she is trying to call her hearing mother in CA and she is getting the relay service. This same thing happens when she tries calling her mother from her cell phone. When Customer Service tried calling her mother from MO office phone again it calls to CA relay service. All three calls were from regular phone lines and relay should have not been involved at all. Opened trouble ticket. Customer requested for a call back on her cell phone when the problem is fixed.	05/14/08	After investigation the issue should be reported to the customer's local exchange carrier. The LEC is not routing the customer dialing information correctly. RPM contacted the customer on 5/14/08. The customer has confirmed that the LEC has resolved her issue.
9	10/10/07	Customer cannot connect to NV Relay through 711. Opened trouble ticket. Follow up requested.	10/15/07	Sprint conducted internal test calls. It was determined that it was the customer's local exchange carrier (LEC) routing and translations 800# prior to reaching the relay center. Customer was contacted and advised to report the 711 dialing and access issue to her local telephone company.
10	09/19/07	Captions Lag too far behind voice	09/19/07	Customer shared feedback regarding captioning lag time between the spoken word and text. Provided tips for the CapTel user to use to control the speed of the conversation, as well as filling gaps of seconds in the delay. Subsequent test calls using suggestions worked well.
11	08/07/07	VCO customer shows branded to customer service but not to the agent. Opened trouble ticket. No follow-up requested.	08/07/07	Customer Service doubled checked the customer's VCO branding and it is on the system, as customer was advised by Call Center Supervisor to brand the VCO with the database. Updated and it worked. The issue probably has been caused by the platform upgrade.
12	07/16/07	TTY husband calling from a pay phone to voice wife on her cell phone. Operator said, "What in the hell are you doing?" Wife asked if that was verbatim and the operator laughed. Husband then typed "It Relay" and wife said she knew something was wrong. She said her husband's English is not good. She called in to complain for him. She said Communication Assistant had mothering attitude and was controlling.	07/16/07	Had a discussion with the operator about sounding professional and creating a positive image over the phone. Operator explained that she may have possibly forgot to mute her microphone during an operator relief, she's not sure. Operator was receptive to the coaching and expressed she will maintain a friendly phone image and that she would never say anything like that to a customer, but may have said it to a co-worker. Operator was reminded that there is no talking to co-workers while relaying calls. An email was sent to the customer per their request for follow up.

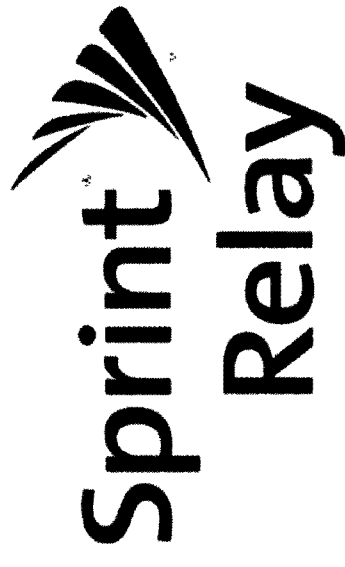
13	07/04/07	Nevada VCO complains that agent cuts off the conversation of the person they are calling all the time. VCO does not like (M) agents because they always hang up on her calls and just type numbers, not words. Most recently, this agent hung up on this VCO caller today. Caller does not want a call back after agent is met with.	07/04/07	Invalid agent ID. Not able to coach an agent without a valid ID.
14	06/20/07	Customer stated that the Operator used XXX too many times during the relay of the call. No follow up requested.	06/20/07	Supervisor reviewed with the operator in regards to incident and gave suggestions for improvement.
15	06/13/07	Billing - General	06/13/07	Assigned CapTel user's preferred carrier of choice designation to allow them to make long distance calls from CapTel.

Complaint Tracking for NV (06/01/2008-05/31/2009). Total Customer Contacts: 14

Tally	Date of Completion	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	07/01/08	A TTY customer cannot get relay to dial her calls without supervisor assistance. She has moved into a new place, and the CAs tell her that the inbound number is not showing, and that there was some error message that it is "invalid." The last time this happened the CA got a supervisor who "did something" and was able to process the call but did not explain the issue. Follow-up requested.	07/01/08	RPM received a voice recording saying that their machine is not accepting messages. Will try again later. Called and answering machine said it is not accepting messages at this time. Will try again later. Recording still states that the person is not accepting messages. Tried three times with no attempt to get through. Ticket closed.
2	08/04/08	Disconnect/Reconnect during calls	08/04/08	Sent customer a letter explaining the difference between a CapTel and a traditional phone. Letter explained to customer why disconnection/reconnection might be occurring and included tips to reduce their occurrence.
3	08/07/08	Consumer education - USB	08/07/08	Advised customer that the program of the CapTel USB program needs to be open before picking up the handset.
4	08/25/08	Technical - General	08/25/08	Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.
5	09/03/08	Disconnect/Reconnect during calls	09/03/08	Sent customer email explaining the difference between a CapTel and a traditional phone. Email explained to customer why disconnection/reconnection might be occurring and included tips to reduce their occurrence.
6	09/16/08	Disconnect/Reconnect during calls	09/16/08	Mailed customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent letter with tips to reduce their occurrence.
7	10/13/08	Disconnect/Reconnect during calls	10/13/08	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
8	10/20/08	Consumer education - USB	10/20/08	Explained and discussed the ability to print the captions on a computer printer when using the CapTel USB.
9	10/30/08	Disconnect/Reconnect during calls	10/30/08	Sent customer email explaining the difference between a CapTel and a traditional phone and why disconnection/reconnection might be occurring. Email included tips to reduce their occurrence.
10	11/11/08	Voice Customer unable to place relay calls. Follow-up required with customer to confirm problem resolution.	12/30/08	RPM contacted the voice customer. The customer indicated that that it has not been issue after she filed the complaint. RPM closed the ticket.
11	01/13/09	TTY customer is unable to place a call via the relay, their number is showing unknown location. Follow-up requested.	04/30/09	Engineering unable to duplicate the issue. RPM left messages, requested for more information. RPM closed the ticket.
12	02/05/09	Technical - General	02/05/09	Tech support added a new area code/prefix combination to the system database allowing the customer to successfully complete a captioned call through the CapTel Service. Issue resolved.

13	04/06/09	Captions - stop in middle of call	04/06/09	Informed customer that his captions stopped in the middle of his call due to a technical difficulty at a specific captionist's workstation. This has been resolved. CS Rep apologized to the customer. Customer hung up and redialed their call successfully.
14	04/27/09	Technical - General	04/27/09	Customer experienced an error code message Your long distance call has been temporarily discontinued - Please call customer service for assistance when trying to dial a local or long distance call through the Captioning Service. An interim adjustment was made to change routing of calls by technical support. A code correction was completed by the network vendor permanently resolving the matter. Customer confirmed all is well now.

Date Generated: Tue, Jun 9th, 2009 @ 04:48:05 PM CT



Nevada FCC Complaint Log 2009-2010

Complaint Tracking for NV (06/01/2009-05/31/2010). Total Customer Contacts: 6

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/26/09	A customer said that their Communication Assistant did not relay their message. The customer said they typed it out, repeated it twice, but the Communication Assistant hung up before dialing the number and relaying the message. The customer was thanked for the information, and customer service apologized for the inconvenience	06/30/09	It was found that there is no Communication Assistant working at this center with the identification number given to us. The ticket is closed because there is no way to follow up.
2	07/28/09	Technical - General	07/29/09	A customer said they were unable to dial from their CapTel to a particular number because the service is not recognizing the area code/dialing prefix as a valid combination. The customer said they can dial all other numbers just fine. This will be resolved with the next month's update to the area code/prefix table provided by the long distance provider of new area codes/prefixes. Customer service advised the customer and she understood the situation.
3	04/13/10	An HCO customer said that when the Communication Assistant was reading the call, they did not relay the message accurately, so much so that even the person receiving the call commented on it. The customer said that words were left out, and that the Communication Assistant was changing the tense of the customer's words. The customer said that the Communication Assistant was also abrupt and rude, and acted insulted when asked about turning off the turbocode. The customer said that they have had numerous issues with other agents and would like to have their calls processed by better agents. Customer service apologized for the problem. Follow up was not required.	04/13/10	The Team Leader met with the Communication Assistant and went over HCO call processing procedures. It was found that this Communication Assistant was not working at the time of the call that was complained about.
4	04/22/10	An HCO customer typed a very long message to leave on a voicemail before having the operator dial out. The customer gave the instructions and received no response from the operator. The light was flashing on their machine so they knew someone was talking, but don't know what the operator was doing or if the message was left. Customer service thanked the customer for their feedback and said they will forward this to the appropriate person. No follow up was requested.	04/23/10	The Communication Assistant stated that she had trouble communicating with this customer. The customer was trying to have a personal conversation with the Communication Assistant, rather than giving the number to dial. The Communication Assistant attempted to re-direct the customer several times, and then asked a supervisor to assist who also struggled with communicating with this customer. The supervisor then followed appropriate disconnect procedures.
5	05/04/10	A customer stated that: "Agent said -problems can't make call- and hung up on me. What's going on?" Customer service apologized to the caller for this inconvenience, and informed the customer that the complaint would be forwarded to the appropriate supervisor. No follow up was requested.	05/04/10	The Team Leader met with the Communication Assistant to discuss this call. The Communication Assistant stated that during this call they got dial tones on their attempts to dial out. The Communication Assistant logged out and then back in after this call and the problem was fixed. The Team Leader stressed the importance of notifying a supervisor when experiencing technical problems, and to always fill out a trouble ticket in the future. The Communication Assistant understands. No follow up was required.
6	05/20/10	A customer said that they asked for a Communication Assistant Identification number, but the Communication Assistant said they could not read the customer, and that the message was garbled. The notes say to repeat the message, but the Communication Assistant did not relay that. The customer is upset about not getting the Communication Assistant Identification, but the supervisor did verify that the message was garbled. The customer also thinks that the Communication Assistant did not leave their identification on the answering machine message they left for the customer.	05/20/10	The Team Leader met with the Communication Assistant, and the Communication Assistant says she did give her identification when leaving the message. The Communication Assistant also says that she even erased the first message left, due to a typo, and fixed the error by re-recording the message per procedure. The Communication Assistant felt that the customer was upset with the messages coming across garbled or typed incorrectly. The Team Leader gave the Communication Assistant some customer service tips in order to handle these situations in the future. The Team Leader also sent a letter to the customer.



**Nevada FCC
2010 - 2011
Complaint Log**

Complaint Tracking for NV (06/01/2010-05/31/2011). Total Customer Contacts: 16

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	08/02/10	A HCO customer says the communication assistant was rude. There was garbling on her call and the communication assistant told her, "We don't have an interpreting service." The customer service representative apologized to the customer for inconvenience. No follow-up was requested.	08/02/10	The communication assistant and supervisor were involved with this customer. The message was not garbled. In addition, the spelling and sentence structure were so poor that it was difficult to read the message the customer wanted to have left on an answering machine. The communication assistant asked many times for the customer to please repeat the message and she got angry. The supervisor explained that the words were difficult to understand and apologized but the customer was still angry and wanted to redial for a new communication assistant. The supervisor apologized again.
2	10/06/10	A HCO complained that the communication assistant relayed one word at a time, as if in slow motion and did not sound conversational. Her caller kept asking "Is that a question?" - making the call very unnatural. The customer service representative apologized, explained to the customer that they will be sure to inform the communication assistant's supervisor for follow up with the communication assistant. The customer requests a follow-up letter.	10/06/10	This communication assistant is no longer with the company and the supervisor was not able to follow up on this complaint. A letter was sent to the customer apologizing for the inconvenience.
3	11/16/10	A HCO complains after giving the communication assistant instructions for prompting to schedule transportation, the communication assistant did not enter her requests. The customer service representative apologized, explained they will be sure to inform the communication assistant's supervisor. The customer service representative asked the customer for their contact information four times, but the customer did not provide it.	11/16/10	In following up, the communication assistant said she doesn't remember this call specifically. The communication assistant is concerned that the reason for her not following the customer's instructions was due to garbling. The communication assistant was coached on the proper procedure of calling over a supervisor anytime there are technical issues on any type of call so that we can file a trouble ticket. In reviewing the steps of this call type the agent did show knowledge of processing this call type and now understands the importance of calling over a supervisor for assistance when necessary.
4	12/04/10	The caller didn't want the communication assistant to read what they were typing to the outbound. The communication assistant was reading verbatim everything typed, including the conversation being directed to the communication assistant. The customer service representative apologized to the customer and explained that relay is required to read everything typed, as they are not a part of the conversation. The customer service representative offered follow up but the customer hung up.	12/09/10	The communication assistant was following proper call procedures. The communication assistant did the correct thing by calling over a supervisor.
5	12/20/10	There were general technical issues with the service.	12/21/10	The customer reported that she was unable to place captioned calls and saw "Waiting for CapTel operator". The customer service representative apologized to the customer for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. The customer service representative confirmed the customer is now able to make their captioned call successfully without delay.

6	12/20/10	There were general technical issues with the service.	12/21/10	The customer reported that she was unable to place captioned calls and saw "Waiting for CapTel operator". The customer service representative apologized to the customer for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. The customer service representative confirmed the customer is now able to make their captioned call successfully without delay.
7	01/12/11	A customer complained that the Communication Assistant disconnected the outbound before they had a chance to respond. The customer feels the Communication Assistant was rude to disconnect. The Customer Service Representative thanked the customer for the feedback and apologized for the inconvenience and offered follow up. No follow up was requested.	01/17/11	In following up with the Communication Assistant, the lengthy instructions were not to read until after the GA was given. The Communication Assistant followed the instructions and after reading, the outbound responded and hung up right away. From the discussion with the Communication Assistant, it looks like the correct relay procedure was followed.
8	01/13/11	A Nevada HCO customer says the line was disconnected three times as soon as she typed. The Customer Service Representative apologized for the inconvenience. Follow-up was requested.	01/13/11	Follow-up was made by the Relay Program Manager. Based on the findings, the customer was referred to the Deaf and Hard of Hearing Advocacy Resource Center to obtain a new device.
9	02/02/11	There were general problems with the service.	02/02/11	A customer reported seeing "Captioning Service is Ringing" when trying to make calls. The Customer Service Representative advised the customer that on 2/2/11, CapTel's staffing was affected by blizzard conditions. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were both under a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11 and staffing capacity was restored. The Customer Service Representative confirmed with the customer that they are able to make and receive calls in a timely manner.
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15	02/03/11	There were general problems with the service.	02/03/11	A customer reported seeing "Captioning Service is Ringing" when trying to make calls. The Customer Service Representative advised the customer that on 2/2/11 ,CapTel's staffing was affected by blizzard conditions. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were both under a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11 and staffing capacity was restored. The Customer Service Representative confirmed with the customer that they are able to make and receive calls in a timely manner.
16	03/19/11	The HCO user had trouble getting through to relay. The first five calls they got a busy signal and when they finally got through to the relay line they had to hold for an operator. The HCO user was very unhappy with the difficulty they had reaching an operator. Customer service representative apologized to the HCO user and stated that the issue would be documented and passed along to the appropriate party. Customer service representative also thanked the HCO user for bringing this to our attention. No follow up was requested.	03/19/11	The Customer Service Representative thanked the customer for bringing this to our attention. The customer did not request follow up.



**Nevada FCC
2011 - 2012
Complaint Log**

Complaint Tracking for NV (06/01/2011-05/31/2012). Total Customer Contacts: 9

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	10/06/11	HCO does not work for the Relay Customer. The Customer Service Representative apologized for the problem and opened a trouble ticket. Follow up was not requested by the customer	10/06/11	The customer did not request follow up. The case has been closed.
2	10/10/11	The customer states that the Communication Assistant didn't do her job correctly on her call and that she should have made the caller stop and wait for the GA. The customer then wanted to have all of her calls monitored and records kept for quality assurance. The Customer Service Representative apologized for the problem and assured that a complaint would be sent in. It was explained that according to the supervisor assisting on the call, the Communication Assistant did try to stop the caller but the caller was very upset and not listening. It was also explained that keeping a record of the calls is not a service that we can provide as it's against state contract. No call back was requested.	10/10/11	A supervisor met with the Communication Assistant. The Communication Assistant followed instructions and the supervisor assisting monitored the Communication Assistant and did say that the Communication Assistant did try to stop the caller but the caller was upset and ended up hanging up. The caller would not listen to the CA. After meeting with the Communication Assistant, the Communication Assistant understands that all calls should be processed correctly. The Communication Assistant did the best to follow procedures. The Assistant Supervisor did help with the call.
3	11/09/11	The customer states that this Communication Assistant did not give the tracking number quickly when calling to UPS so UPS disconnected the call before the number could be given. The Customer Service Representative thanked the customer for letting us know and assured that the complaint would be turned in as stated. When asked what might be done further about this, the Customer Service Representative suggested to type the numbers word for word so they were received accurately and if the problem was because of garbling that the customer might want to call the manufacturer to find out what could be done about this issue. The manufacturer number was given. No call back was requested	11/09/11	In following up with the Communication Assistant, she was able to recall this specific call. The supervisor following up was able to discuss the call with the other supervisor on duty at the time of the phone call and he was able to confirm that he observed the entire call and the Communication Assistant was not at fault. The Communication Assistant read verbatim each message typed by the HCO user in a prompt and professional manner. The incorrect information was being given to the Communication Assistant by the customer and causing the call to disconnect.
4	11/12/11	HCO Customer called in to complain against an Communication Assistant who did not read the Customer notes asking that the call be announced and described as "having speech problems" over speech disability or impairment. The Communication Assistant instead announced the call as from a person who was deaf or hard of hearing causing the business they were calling to transfer the call to a deaf line, which the Customer could not use. When dialing back with the same Communication Assistant and reaching the same business, customer says the Communication Assistant did not read everything that they typed and seemed distracted and spoke in a monotone. The Customer Service Representative apologized and took down the customer's complaint. The customer would like a follow up letter regarding this complaint	11/12/11	The Customer Service Representative met with the Communication Assistant, who is a brand new Communication Assistant, and provided appropriate coaching and training. Upon completion, the Communication Assistant was able to demonstrate correct call handling for this call. A follow up letter was forwarded to the customer as requested.
5	11/20/11	A customer said that the Communication Assistant treated the call like a TTY call instead of an HCO call. The Communication Assistant would not verbally respond to the HCO customer. The Communication Assistant called QVC instead of calling or transferring the HCO customer to the Sprint Relay Customer Service per the HCO customer's request. The Communication Assistant did not follow the customer's notes and/or instructions. The Customer Service Representative logged the complaint on a Customer Support form verifying the customer's information and Communication Assistant complaint. The customer requested follow-up contact from the Customer Service Representative and the Customer Service Representative verified the best time to call and instructions to leave a message.	11/20/11	The Communication Assistant was coached on the appropriate procedures for processing this type of call. A follow up call made and a message was left.
6	11/21/11	A customer states that the Communication Assistant did not announce the call as a Hearing Carry Over call but instead	11/21/11	A Customer Service Representative met with the Communication Assistant and they demonstrated knowledge of

		called it a Hearing Through call. The Communication Assistant did not explain to the business that it was a relay call which made the call confusing. During the call, the customer asked for the Communication Assistant to get a supervisor to assist, the Communication Assistant relayed this information to the business instead of getting a supervisor on the call. The Communication Assistant then switched to another Communication Assistant in the middle of the call and this added to the confusion as well. The Customer Service Representative thanked the customer for letting us know and assured that the complaint would be sent in as stated. No call back was requested.		the correct procedures to process this type of call. The Assistant Supervisor was able to verify that the Communication Assistant followed the procedure and also assisted the Communication Assistant during that time.
7	12/06/11	A NV HCO complained that a Communication Assistant announced NY Relay instead of NV Relay. The caller did not tell the Communication Assistant relayed city and state correctly and thus confused the vendor she was calling. The Customer Service Representative apologized, explained that they will be sure to let the supervisor know to address this issue with the Communication Assistant. The customer does want a call from a supervisor with a resolution.	12/06/11	The Communication Assistant was coached by a Supervisor to focus on her calls to ensure the appropriate State Relay announcement is provided. The Customer Service Representative tried to follow up with customer by phone several times with no success.
8	01/04/12	A caller reported that when she asked for a male Communication Assistant there was none available. She also reported that when she called relay she got a busy signal. The Customer Service Representative apologized for the inconvenience and explained that the report would be sent to management. No follow up was requested	01/04/12	The customer did not request follow up. The contact is closed.
9	04/21/12	The customer stated that the Communication Assistant did not dial out the number correctly during their first attempt. When the outbound caller was finally reached, the Communication Assistant did not identify the call as an HCO call so the outbound caller hung up on HCO caller. The Customer Service representative verified the complaint from the customer and verified the customer contact information. The customer wants a follow-up phone call or a letter.	04/21/12	The Communication Assistant did not specifically remember this event. The Communication Assistant did demonstrate working knowledge of proper procedures for HCO calls. The supervisor discussed being sure to focus on every call to ensure the dial out is correct and that we're always giving the proper announcement. A follow up letter was mailed to the customer on 4/26/12.

Appendix I:

Copies of Annual Report or Other